

SINDH PUBLIC PROCUREMENT REGULATORY AUTHORITY

CONTRACT EVALUATION FORM

TO BE FILLED IN BY ALL PROCURING AGENCIES FOR PUBLIC CONTRACTS OF WORKS, SERVICES & GOODS

- 1) NAME OF THE ORGANIZATION / DEPTT. Sindh Bank Ltd
- 2) PROVINCIAL / LOCAL GOVT./ OTHER Scheduled Bank
- 3) TITLE OF CONTRACT Provision of Photocopier Machine on Rental Basis
- 4) TENDER NUMBER SNDB/COK/ADMIN/TD/1297/2023
- 5) BRIEF DESCRIPTION OF CONTRACT Provision of Photocopier Machine on Rental Basis
- 6) FORUM THAT APPROVED THE SCHEME Competent Authority
- 7) TENDER ESTIMATED VALUE Rs.31 Million
- 8) ENGINEER'S ESTIMATE
(For civil works only) _____
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) 1 Year
- 10) TENDER OPENED ON (DATE & TIME) 10.03.2023 at 1100 Hrs
- 11) NUMBER OF TENDER DOCUMENTS SOLD 2
(Attach list of buyers) _____
- 12) NUMBER OF BIDS RECEIVED 1
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 1
- 14) BID EVALUATION REPORT
(Enclose a copy) 17.08.2023
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M?s. Trade Link - Office No. 2SS-A,
- 16) CONTRACT AWARD PRICE Rs.28,592,064/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT
(i.e. 1st, 2nd, 3rd EVALUATION BID). 1. M?s. Trade Link

18) METHOD OF PROCUREMENT USED :- (Tick one)

- a) SINGLE STAGE – ONE ENVELOPE PROCEDURE ☒ Domestic/ Local
- b) SINGLE STAGE – TWO ENVELOPE PROCEDURE ☐
- c) TWO STAGE BIDDING PROCEDURE ☐
- d) TWO STAGE – TWO ENVELOPE BIDDING PROCEDURE ☐

PLEASE SPECIFY IF ANY OTHER METHOD OF PROCUREMENT WAS ADOPTED i.e.
EMERGENCY, DIRECT CONTRACTING ETC. WITH BRIEF REASONS:

19) APPROVING AUTHORITY FOR AWARD OF CONTRACT Competent Authority _____

20) WHETHER THE PROCUREMENT WAS INCLUDED IN ANNUAL PROCUREMENT PLAN?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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21) ADVERTISEMENT :

i) SPPRA Website
(If yes, give date and SPPRA Identification No.)

Yes	T00531-22-0031. 22.02.2023
No	

ii) News Papers
(If yes, give names of newspapers and dates)

Yes	Express Tribune, Daily Express & SObh 22.02.2023
No	

22) NATURE OF CONTRACT

Domestic/ Local	<input checked="" type="checkbox"/>	Int.	<input type="checkbox"/>
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23) WHETHER QUALIFICATION CRITERIA
WAS INCLUDED IN BIDDING / TENDER DOCUMENTS?
(If yes, enclose a copy)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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24) WHETHER BID EVALUATION CRITERIA
WAS INCLUDED IN BIDDING / TENDER DOCUMENTS?
(If yes, enclose a copy)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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25) WHETHER APPROVAL OF COMPETENT AUTHORITY WAS OBTAINED FOR USING A
METHOD OTHER THAN OPEN COMPETITIVE BIDDING?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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26) WAS BID SECURITY OBTAINED FROM ALL THE BIDDERS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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27) WHETHER THE SUCCESSFUL BID WAS LOWEST EVALUATED
BID / BEST EVALUATED BID (in case of Consultancies)

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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28) WHETHER THE SUCCESSFUL BIDDER WAS TECHNICALLY
COMPLIANT?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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29) WHETHER NAMES OF THE BIDDERS AND THEIR QUOTED PRICES WERE READ OUT AT
THE TIME OF OPENING OF BIDS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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30) WHETHER EVALUATION REPORT GIVEN TO BIDDERS BEFORE THE AWARD OF
CONTRACT?
(Attach copy of the bid evaluation report)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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31) ANY COMPLAINTS RECEIVED
(If yes, result thereof)

Yes	
No	No

32) ANY DEVIATION FROM SPECIFICATIONS GIVEN IN THE TENDER NOTICE / DOCUMENTS
(If yes, give details)

Yes	
No	No

33) WAS THE EXTENSION MADE IN RESPONSE TIME?
(If yes, give reasons)

Yes	
No	No

34) DEVIATION FROM QUALIFICATION CRITERIA
(If yes, give detailed reasons.)

Yes	
No	No

35) WAS IT ASSURED BY THE PROCURING AGENCY THAT THE SELECTED FIRM IS NOT
BLACK LISTED?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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36) WAS A VISIT MADE BY ANY OFFICER/OFFICIAL OF THE PROCURING AGENCY TO THE
SUPPLIER'S PREMISES IN CONNECTION WITH THE PROCUREMENT? IF SO, DETAILS TO
BE ASCERTAINED REGARDING FINANCING OF VISIT, IF ABROAD:
(If yes, enclose a copy)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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37) WERE PROPER SAFEGUARDS PROVIDED ON MOBILIZATION ADVANCE PAYMENT IN
THE CONTRACT (BANK GUARANTEE ETC.)?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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38) SPECIAL CONDITIONS, IF ANY
(If yes, give Brief Description)

Yes	
No	No

Signature & Official Stamp of
Authorized Officer

22/08/2023
ARSHAD ABBAS SOOMRO
Head of Administration & Security
Administration Division
Sindh Bank Limited
Head Office Karachi

FOR OFFICE USE ONLY

SPPRA, Block. No.8, Sindh Secretariat No.4-A, Court Road, Karachi
Tele: 021-9205356; 021-9205369 & Fax: 021-9206291

Print

Save

Reset

Bid Evaluation Report		
Provision of Photocopier Machine on Rental Basis		
1	Name of Procuring Agency	Sindh Bank Ltd.
2	Tender Reference No.	SNDB/COK/ADMIN/TD/1297/2023
3	Tender Description	Provision of Photocopier Machine on Rental Basis
4	Method of Procurement	Single Stage One Envelope Bidding Procedure
5	Tender Published & SPPRA S. No.	T00531-22-0031. Express Tribune (English) , Daily Express (Urdu), Sobh (Sindhi (22/02/2023)
6	Total Bid Documents Sold	02
7	Total Bids Received	01
8	Technical / Financial Bid Opening Date & Time	10/03/2023 at 1100 Hrs.
9	No. of bids qualified	01
10	Bid(s) Rejected / Disqualified	0

Details on the above as given below:

S. No	Name of Firm or Bidder	Qualified / Disqualified in Technical / Eligibility Inspection/ Mandatory	Cost offered by the Bidder (For 67 Branches)	Ranking in terms of cost	Comparison with Estimated cost (Rs.31 Million)	Reasons for acceptance/ rejection	Remarks
	1	2	3	4	5	6	7
1.	M/s. Trade Link	Qualified	Rs. 28,592,064/- (Rs. 2,382,672 x 12)	Only Bidder	Rs. 2,407,936/- below the estimated cost	Accepted	Rule 48 has been Complied With

Accordingly, going by the Technical/Financial Evaluation criteria laid down in the tender document, M/s. Trade Link is the most advantageous bid i.e. 28,592,064/- and their bid is also below the estimated cost, hence recommended for award of contract to Provision of Photocopier Machine on Rental Basis of Sindh Bank Limited.

Members Signature- Procurement Committee

Arshad Abbas Soomro
Head of Administration

Dilshad Hussain Khan
Chief Financial Officer

Syed Muhammad Aqeel
Chief Manager, IDBL Karachi

TENDER No: SNDB/ADMIN/TD/1297/2023

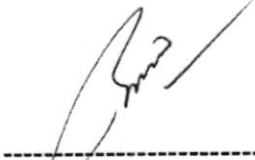
Dated: 08-08-2023

Provision of Photocopier Machine on Rental Basis
Certificate in Compliance of Rule 48 of SPPRA

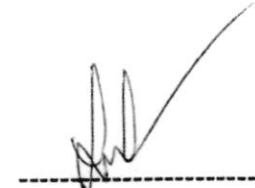
This is to certify that as only one bid was received against the tender, so Rule 48 has been complied with detail as follows:

S.No	Estimated Price.	Current tender Price
01	Rs.31,000,000/-	Rs.28,592,064/-

Member Procurement Committee



Head of Admin Division



Head of Finance Division



Member of IDBL

Photocopier on Rental Basis Evaluation Performa

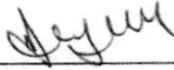
Serial No: D1

Bidder Name: Grade Link

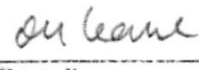
SNDB shall evaluate Eligibility / Technical Proposals using the following scoring criteria.

S. No.	Descriptions	Total Points	Points Obtained	Remarks	Remarks (Attachment of relevant evidence in each case is mandatory)	Attach evidence as Annexure
1	Years in business in relevant field	30	30	5 years and above	NTN Certificate / Letter of Incorporation / Company Registration Letter / Letter or Declaration of Commencement of Business is required to be enclosed	Annexure "A"
		20		3 years and above		
		10		2 years		
2	Number of Offices in cities including Capital Territory & Federal Administration Territories	20	20	4	Attach Company Profile with mention of complete addresses and PTCL landline numbers of the country wise offices. No mobile numbers will be accepted	Annexure "B"
		10		3		
		5		2		
3	Banks presently on Cliental List (For counting of each bank services to at least 10 branches are mandatory) for supply of relevant items	30	10	5 and above	Award letters to be attached duly issued from each concerned Bank for the Year 2019.	Annexure "C"
		20		3 and above		
		10		2		
4	Average yearly turnover in last 3 years	20	20	12 Million and above	Audit Report/Tax Returns	Annexure "D"
		10		6 Million and above		
		5		3 Million and above		
Total Marks		110	80	Qualified/Disqualified		

Members Signatures- Evaluation Team


Athar Iqbal
Administration Division


Fouzia Shannim
Operations Division


Hasan Raza
Finance Division

Members Procurement Committee

- 1 HEAD OF ADMINISTRATION
- 2 CHIEF FINANCIAL OFFICER
- 3 CHIEF MANAGER, IDBL

Signature

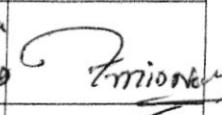




ATTENDANCE SHEET
 BID OPENING -

FOR SELECTION OF Provision of Photocopier Machine on Rental Basis

Date: 10-03-2023

S.No	Company Name	Name of Company Representative	Contact No.	Company Address	Signature
01	Trade Link	HYDER	0333 3200992	254. Panerna Center. Saddar West	

Signature –Procurement Committee Members

Head of Administration

Chief Financial Officer

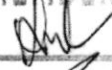
Chief Manager (IDBL)

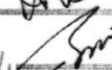




4 FINANCIAL PROPOSAL

SIGNATURE MEMBERS PC-ADMIN

Head - Fin Div. 

Head - Admin Div. 

Member-IDBL 

(Applicable for the year 2023-24)

Name of Bidder M/S Trade Link

Date: 4/8

PART-1

For Head Office-Clifton, Karachi.

S.No	Description	Per Copy Charges (a)	Estimated Monthly Quantity (b)	Amount in Rs. (a x b)
01	<u>Monthly Rental with</u> a. 4 X Photocopier Machines (1 X Machine along with Photocopier) b. Paper as per specification given *(Inclusive of Maintenance, Supply of backup machine & spares consumable parts)	4.95	10,000 copies	49500
02	03 X Photo Copier Machine Operator Charges 25000 (Office Hours from 0900 to 1800 Hours) ^{WHD 10% 2777} (wages per month) ^{SRB 13% 3611} <u>Salary of operator including 10% WHD, 13 SRB = 31388.3</u>			94,164
Total Amount in Rs. = (Amount (S.No 1 + 2))				143,664





15. Standby operator must report to Head Office, Sindh Bank Limited within one hour in case the regular operator is found absent. A fine of Rs.100 per hour will be charged in case the replacement report late than one hour as mentioned above.
16. The operator wages will be as per the limit set by Sindh Labour Law/Provincial Law.
17. Bidder shall arrange for sound packing and marking at his own cost during transit to avoid any loss.
18. All preventive and corrective maintenance of the machines inclusive of supply of spares and consumables parts shall be the responsibility of the bidder.
19. In case, the performance of a machine is found to be unsatisfactory or is found to be in state of beyond repair, the bidder will be responsible for providing suitable replacement of the machine within span of 48 hours of lodging the complaint.
20. Approximate number of photo/scan copies per branch per month will be on average of 4000 copies.
21. While quoting salary/wages, bidder has to ensure that government notifications have been complied with.
22. Minimum salary will stand revised as & when notified by the government.

SIGNATURE MEMBERS PC-ADMIN
Head - Fin Div. _____
Head - Admin Div. _____
Member-IDBL. _____
Date: _____

Sindh Bank Limited
Tender Document – Photocopier Machines on Rental Basis

PART-4

For Northern Region (Including KPK, Punjab & AJK) & Baluchistan Region Branches

1. With Photocopier Machines

S.No	Description	Amount in Rs.	No. of Branches	Total Amount in
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Sindh Bank Limited
Tender Document – Photocopier Machines on Rental Basis

SIGNATURE MEMBERS PC-ADMIN
Head - Fin Div. _____
Head - Admin Div. _____
Member-IDBL. _____
Date: _____

PART-2

For Karachi City Branches

1. With Photocopier Machines

S.No	Description	Amount in Rs.	No. of Branches	Total Amount in Rs. (b)
01	<u>*Per Branch Monthly Rental with</u> a. 1 X Photocopier Machine *(Inclusive of Maintenance, Supply of backup machine, spares and consumable parts)	4800	94	451,200

Total Amount(Part 2) =	451,200/-
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PART-3

For Interior Sindh Branches

1. With Photocopier Machines

S.No	Description	Amount in Rs.	No. of Branches	Total Amount in Rs. (c)
01	<u>*Per Branch Monthly Rental with</u> a. 1 X Photocopier Machine *(Inclusive of Maintenance, Supply of backup machine, spares and consumable parts)	7458	96	715,968

Total Amount(Part 3) =	715,968/-
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Rate for Unlimited Copies.

[Signature]



SNDB/COK/ADMIN/TD/1297-99/2023

Dated: May 18, 2023


OFFICE ORDER

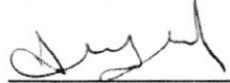
SUBJECT: EXTENSION FOR BID VALIDITY PERIOD

As per SPPRA Rule 38 (2), approval is solicited for further Ninety (90) days extension of "Bid Validity Period" for the following tender having SPPRA NIT ID No: T00531-22-0031.

1. Provision of Photocopier Machines on Rental Basis. TR No. SNDB/COK/ADMIN/TA/1297/2023
TD/1298/2023
2. Provision of Courier Services. TD/1299/2023
3. Supply of Stationery, Printing, stuffing in Bank's premises (insourcing) and distribution of Statement of Accounts

The reason for extension is due to the procedure developed by the bank for evaluation of tender prices to ensure value for money, the bid evaluation report / award of contract could not be finalized within the stipulated time.


 Farhan A Siddiqui
 AVP-I/Admin Division


 Ather Iqbal
 AVP-I/Admin Division


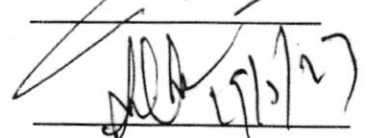
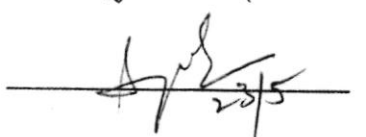
Members Signature- Procurement Committee

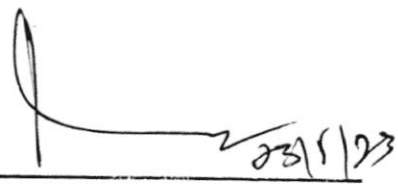
Arshad Abbas Soomro
 Head of Administration

Dilshad Hussain Khan
 Chief Financial Officer

Syed Muhammad Aqeel
 Chief Manager, IDBL Karachi

Signature


President/CEO

BUYER LIST						
Provision of Photocopier Machine on Rental Basis (1297)						
S.NO	COMPANY NAME	TENDER FEE	PST	TOTAL	PAY ORDER NO	NAME OF BANK
01	Leopards	300	39	339	14726007	Allied Bank
02	Trade Link	300	40	340	09612281	Askari Bank
Grand Total				679/-		

INTEGRITY PACT

Contract Number: R-28,592,064/- 1297/2023

Dated: 22/08/2023

Contract Value: Rs. R 28,592,064/-

Contract Title: PROVISION OF PHOTOCOPIER MAKING ON RENTAL BASIS

Declaration of Fees, Commissions and Brokerage etc. Payable by the Suppliers of Services Pursuant To Rule 89 Sindh Public Procurement Rules Act, 2010

M/s. Trade Link hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Sindh (Gos) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (Gos) through any corrupt business practice.

Without limiting the generality of the foregoing, M/s. TL represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from Gos, except that which has been expressly declared pursuant hereto.

M/s. TL certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with Gos and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty. M/s. TL accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to Gos under any law, contract or other instrument, be voidable at the option of Gos.

Notwithstanding any rights and remedies exercised by Gos in this regard, M/s. TL agrees to indemnify Gos for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to Gos in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by, as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from Gos.

For and On Behalf of

TRADE LINK

Signature: [Signature]

Name: MUHAMMAD AKRAM

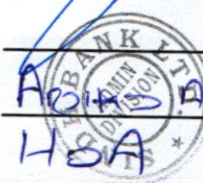


For and On Behalf of

Sindh Bank Limited

Signature: [Signature]

Name: ABDUL BASIT SARDAR



MINUTES OF THE OPENING OF THE TENDER (TECHNICAL /FINANCIAL PHASE)

TYPE OF PROCUREMENT

ADMIN / IT / CONSULTANT / MEDIA

TENDER NAME

Provision of Photocopier machine on Rental Basis

TYPE OF TENDER

SINGLE STAGE-ONE ENVELOPE / SINGLE STAGE-TWO ENVELOPE / TWO STAGE / TWO STAGE-TWO ENVELOPE

OPENING DATE

10/03/23

OPENING TIME

1100 hours

ATTENDANCE (MEMBER PC)

NAME

NAME

NAME

NAME

NAME

FIRM

BID OFFERED

ATTENDANCE (REPS. OF BIDDERS)

① Trade link

Rs. 28,592,064/-

NAME

NAME

NAME

NAME

NAME

TOTAL BIDS ACCEPTED FOR EVALUATION

TOTAL BIDS REJECTED

REMARKS

SIGNATURE MEMBERS PC-ADMIN

Head - Fin Div. _____

Head - Admin Div. _____

Member-IDBL. _____

Date: _____

3 SCOPE OF WORK

Sindh Bank Limited (SNDB) requires photocopier services along with machines, papers and operator on rental basis for its 330 branches in operation in country wide regions.

Contract agreement will be extended / renewed upto 3 years on mutual understanding on same terms & conditions and rates.

The photocopier machine (for selected branches region wise only) are required to be placed within one month of award of contract in 330 branches in country wide regions (List of Branches are attached as Annexure “H”). If the complete assignment will not be delivered at the designated branches with the above mentioned given period, the vendor will be fined Rs.1,000/- per branch.

The tender will stand cancelled, if the 80% of the machines are not delivered & made operational after 45 days of issue of work order.

Technical Specification

S. No.	Particular	Specifications
1	Photocopy Copier Speed	30 CPM Minimum
2	Display	Multi touch color display panel
3	Copy Size	A4, A3 & A5 (All Sizes)
4	Warm Time (Off-On)	Less than 1 minute
5	Paper Quality (For Head Office)	A4 210 x 297 MM 70 gsm

The tentative quantity of branches for Deployment of Photocopier Machines in country wide regions are as under.

Region wise – Tentative Deployment of Photocopier Machines

S. No.	Region	Tentative No. of Branches where only Photocopier Machines are required
1.	Karachi	94
2.	Interior Sindh	96
3.	Northern Region (Including KPK, AJK & Punjab) & Balochistan	140
Total		330

SNDB/COK/ADMIN/TD/1297/2023
Dated: August 22, 2023

M/s. Trade Link,
255-A, 2nd Floor.
Panorama Centre.
Fatima Jinnah Road.
Saddar. Karachi.

Subject: Contract Award-Provision of Photocopier Machines on Rental Basis

Dear Sir,

The management of Sindh Bank Limited is pleased to award the subject contract to
M/s. Trade Link, in accordance with terms and conditions mentioned in our tender
dated 22/02/2023.

Please acknowledge.

Sincerely,

For & behalf of Sindh Bank Limited,


Arshad Abbas Soomro
Head of Administration Division & Chief Security Officer





21 AUG 2023

STAMP OFFICE CITY NO. 001 KARACHI

STAMP NO. 2354
STAMP OFFICE CITY NO. 001 KARACHI
STAMP OFFICE CITY NO. 001 KARACHI
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backup of the same product/item or better till the resolution of the fault is met, without any extra cost to the Bank.

- h) The Supplier also undertakes to bear all kind of taxes i.e. Stamp duty/ Services Charges/Professional Tax / Sales Tax Invoice, Income Tax, Zila / Octroi Tax (if any) and all other incidental charges etc, up to the place of destination.
- i) The Bank reserves the right to test/check the goods to ensure that it is provided as per specification in the tender document. For any discrepancies, at the time of supply or later, the Bank reserve the right to forfeit full performance security and cancel the tender and initiate the process for blacklisting of the Supplier. The decision of the Bank shall be final and binding upon the Supplier.
- j) Delivery will be made by the Supplier at different locations prescribed by the Bank.
- k) The cost must include all taxes, stamp duty installation, labor including delivery charges upto the branches of the Bank on countrywide locations.
- l) Supplier binds/undertakes that in case of any observation arising in respect of quality/performance of the goods within the warranty period, the supplier will be liable to address it at his own cost within 24 hours. Non-compliance of the same will result into initiation of a case against the company for non-commitment and forfeiting of performance security or any other action as deemed necessary.
- m) Any notice, request or consent required or permitted to be given or made pursuant to this agreement shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the given address.
- n) A party may change its address for notice by giving a notice to the other Party in writing of such change, at the time of said occasion.
- o) The contractor will not assign the job to anyone, except prior written permission of the bank.
- p) This agreement is valid for a period of one year commencing from 22/8/23 to 22/8/24 and can be renewed for further three years for the similar tenure & rates on mutual consent of both the parties in writing before its expiry.

2) Payment Schedule:

Bill will only be processed on the basis of following conditions:-

- a. Certificate of satisfaction from the concerned Branch Manager.
- c. If the obligation of warranty period are not met or delayed, the repair etc. requirement on this account will be carried out by the bank & the billed amount will be deducted from the performance security/ upcoming payment due to supplier. Risk & subsequent cost to this effect if any will be liability of the vendor and any subsequent expenses on the equipment will also be borne by the supplier.



3) Performance Security:

5% of the total tender amount of will be retained by the Bank as "Performance Security" and will be returned to the supplier after 90 days of supply of complete tender items, including satisfactory confirmation by the branch managers, where the items have been supplied.

4) Authorized Representative:

Any action required or permitted to be taken, and any document required or permitted to be executed under this agreement by the Bank or the Supplier may be taken or executed by the officials.



5) Termination of Agreement by the Bank:

- a) If the Supplier, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Agreement.
- b) If, as the result of Force Majeure, the Supplier is unable to perform a material portion of the Services for a period of not less than thirty (30) days; and
- c) If the Bank, in its sole discretion and for any reason whatsoever, decided to terminate this Agreement.
- d) If two (2) warning letters/emails are issued by the Bank for unsatisfactory current performance to the bidder

6) Goods Faith:

The Parties undertake to act in good faith with respect to each other's rights under this agreement and to adopt all reasonable measures to ensure the realization of the objectives of this agreement.

7) Settlement of Disputes:

- a) The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Agreement and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with the Agreement or its interpretation.
- b) If Parties fail to amicably settle any dispute arising out of or in connection with the Agreement within (10) days of commencement of such informal negotiations, the dispute shall first complaint redressal committee of the bank and if parties could not reached at amicable situation, then the matter will be referred to the grievance committee of Bank and if matter could not be resolved the matter will be referred for arbitration of two arbitrators, one to be appointed by each party, in accordance with the Arbitration Act, 1940. Venue of arbitration shall be Karachi, Pakistan and proceedings of arbitration shall be conducted in English.

8) Conflict of Interest:

The Supplier shall hold the Sindh Bank's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

9) Goods Faith:

The Parties undertake to act in good faith with respect to each other's rights under this agreement and to adopt all reasonable measures to ensure the realization of the objectives of this agreement.

10) Settlement of Disputes:

- a) The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Agreement and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with the Agreement or its interpretation.
- b) If Parties fail to amicably settle any dispute arising out of or in connection with the Agreement within (10) days of commencement of such informal negotiations, the dispute shall be referred to arbitration of two arbitrators, one to be appointed by each party, in accordance with the Arbitration Act, 1940. Venue of arbitration shall be Karachi, Pakistan and proceedings of arbitration shall be conducted in English.



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11) Obligation of the Supplier:

The Supplier shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Supplier shall always act, in respect of any matter relating to this Agreement or to the Services, as faithful advisers to the Sindh Bank, and shall at all times support and safeguard the Sindh Bank legitimate interests in any dealing with Sub-Suppliers or third Parties.

12) Confidentiality:

Except with the prior written consent of the Sindh Bank, the Supplier and the Personnel shall not at any time communicate to any person or entity and confidential information acquired in the course of the Services, nor shall the Supplier and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

14) Indemnity

a) Supplier (the "Indemnifier") agrees that it shall indemnify, defend, and hold harmless the SNDB and its parent, subsidiaries, affiliates, successors, and assigns and their respective directors, officers, employees and agents (collectively, the "Indemnities") from and against any and all liabilities, claims, suits, actions, demands, settlements, losses, judgments, costs, damages and expenses (including, without limitation, reasonable attorneys', accountants' and experts' fees) arising out of or resulting from, in whole or in part: (i) any act, error or omission, whether intentional or unintentional, by the Indemnifier or its officers, directors, employees, or sub-administrators, related to or arising out of the business covered by this Agreement, or (ii) an actual or alleged breach by the Indemnifier of any of its representations, warranties or covenants contained in this Agreement (including, without limitation, any failure of Indemnifier to comply with applicable local, state, provincial or federal regulations concerning Indemnifier's performance under this Agreement).

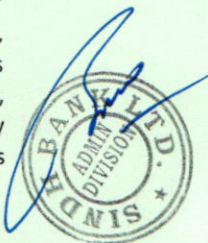
b) This Article shall also survive after termination of this Agreement

15) Ensuring Access to SBP

Supplier and SNDB agree to provide to State Bank of Pakistan necessary access to the documentation and accounting records in relation to the activities and right to conduct on-site to supplier, if required.

16) Anti – Money Laundering.

Supplier acknowledge that they do not violate any statutory / prudential requirement on anti-money laundering or record keeping procedure as per existing laws / rules and regulations of locals as well as foreign jurisdiction."



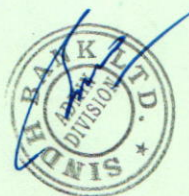
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17) Support Escalation Matrix:

For timely addressing of complaints given support escalation matrix will be utilized/followed:-

LEVEL-1	Name/Designation (support staff)	Shahnawaz (Call Coordinator)
First complain if the call is not resolved "within specified response time" (24 hours)	Landline Phone	021-35686367
	Email	Trade.link@hotmail.com
	Cell	0331-3560969
LEVEL-2	Name/Designation (Regional Head/Manager/GM)	Naveed Ahmed (Service Manager)
Second complain, if the call is attended within "Specified Response Time" and not attended / or the problem still unresolved even after complaining at Level-1 (48 hours)	Landline Phone	021-35210673
	Email	Naveed.ahmed63@outlook.com
	Cell	0333-2291979
LEVEL-3	Name/Designation (CEO of the firm)	Muhammad Akram (Parthner)
Third complain, if the call is attended within "Specified Response Time" and not attended /or the problem still unresolved even after complaining at Level-2	Landline Phone	021-35672530
	Email	Akram.ansari1@outlook.com
	Cell	0333-2278118
Note: Ensure that no column above is left blank		



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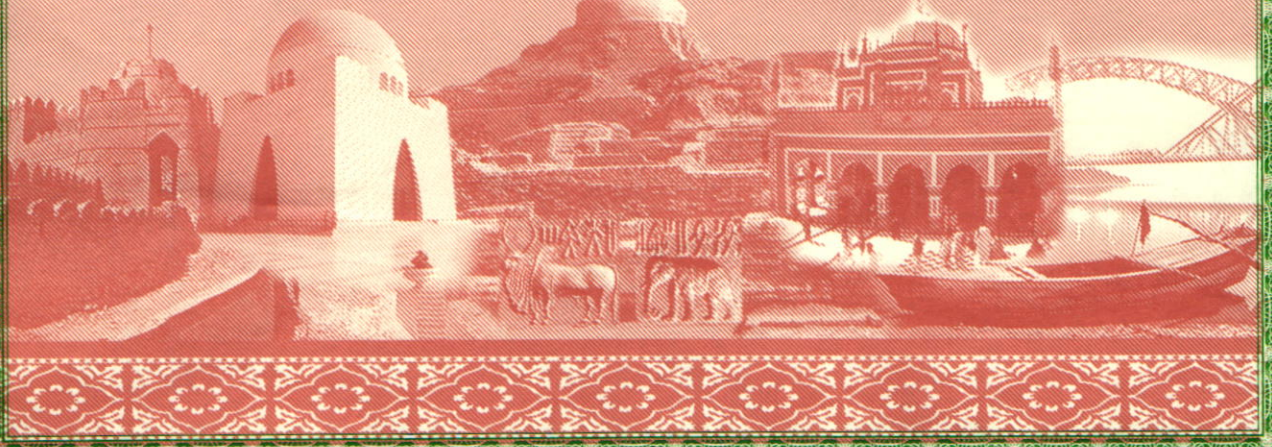
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GoS-KHI-159486D4C4559D12

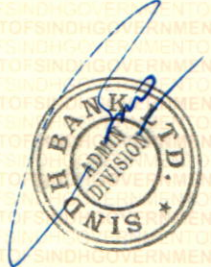
Non-Judicial

Rs 100,073/-

Description : Contract - 15(a)
Principal : Trade Link [12676195]
Contractor : Sindh Bank Limited [35640087]
Applicant : Muhammad Akram [42101-2742716-7]
Stamp Duty Paid by : Sindh Bank Limited [35640087]
Issue Date : 18-Aug-2023, 05:20:45 PM
Paid Through Challan : 202339BE37596644
Amount in Words : One Lac and Seventy Three Rupees Only

Please Write Below This Line

Stamp Use Only





E-STAMP
CONTINUATION SHEET
Government of Sindh

Subs R Use only



[Handwritten signature]

In witnesses hereunder both the parties have set their hands on the day and year above first mentioned.

Supplier Signature _____

Name

Designation MUHAMMAD AKRAM

Company Name TRADE LINK

Address

255-A PANORAMA CH
CADDER KARACHI

Stamp

Signature _____

Name

Arshad Abbas Soomro

Designation Head of Administration

Company Name Sindh Bank Limited

Address Federation House, Sindh Bank
Ltd. Head Office, Karachi

Stamp

Customer Signature

Name

Designation

Company Name Sindh Bank Limited

Address Federation House, Sindh Bank
Ltd. Head Office Karachi

Witness:

Signature _____

Name

Designation

Address

Customer Signature _____

Name

Designation

Company Name Sindh Bank Limited

Address Federation House, Sindh Bank
Ltd. Head Office Karachi